

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2001

Division of Mental Retardation and Developmental  
Disabilities: Regional Centers and Habilitation Centers

### Demographics

		Total State Served <sup>a</sup>			Total Survey Returns <sup>b</sup>		
		MRDD Regional Centers/ Habilitation Centers	MRDD Regional Centers	Habilitation Centers	MRDD Regional Centers/ Habilitation Centers	MRDD Regional Centers	Habilitation Centers
<b>SEX</b>	Male	59.7%	59.5%	62.4%	57.5%	55.0%	67.6%
	Female	40.3%	40.5%	37.6%	42.5%	45.0%	32.4%
<b>RACE</b>	White	76.0%	76.0%	77.0%	87.3%	86.8%	89.0%
	Black	17.1%	16.8%	21.9%	10.6%	10.5%	11.0%
	Hispanic	0.4%	0.4%	0.4%	0.6%	0.8%	0%
	Native American	0.1%	0.1%	0.1%	0.6%	0.8%	0%
	Pacific Islander	0.2%	0.2%	0.1%	0%	0%	0%
	Other	6.1%	6.5%	0.6%	0.9%	1.2%	0%
<b>AGE</b>	0-17	45.1%	47.2%	2.4%	47.77	45.70	55.01
	18-49	43.3%	41.9%	70.8%	0.9%	1.1%	0%
	50+	11.6%	10.9%	26.8%	55.7%	64.9%	23.7%
					43.4%	34.0%	76.3%

<sup>a</sup> The demographic statistics in the columns marked Total Served are based on the number of people served April 2001 according to DMH billing records.

<sup>b</sup> The demographic statistics in the column marked Total Survey Returns are based on the survey returns.

		Regional Center Programs Survey Returns				
		Total MRDD Regional Centers	Case Management Consumers Only	Congregate Residential Consumers	In-Home Consumers	Supported Residential Consumers
<b>SEX</b>	Male	55.0%	62.6%	47.6%	52.4%	54.5%
	Female	45.0%	37.4%	52.4%	47.6%	45.5%
<b>RACE</b>	White	86.8%	85.7%	87.5%	87.1%	87.5%
	Black	10.5%	10.7%	10.7%	11.4%	8.3%
	Hispanic	0.8%	0%	1.8%	0%	2.1%
	Native American	0.8%	1.2%	0%	0%	2.1%
	Pacific Islander	0%	0%	0%	0%	0%
	Other	1.2%	2.4%	0%	1.4%	0%
<b>AGE</b>	0-17	45.70	45.53	51.56	43.26	43.61
	18-49	1.1%	3.4%	0%	0%	0%
	50+	64.9%	60.9%	44.2%	71.4%	83.7%
		34.0%	35.6%	55.8%	28.6%	16.3%

# Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

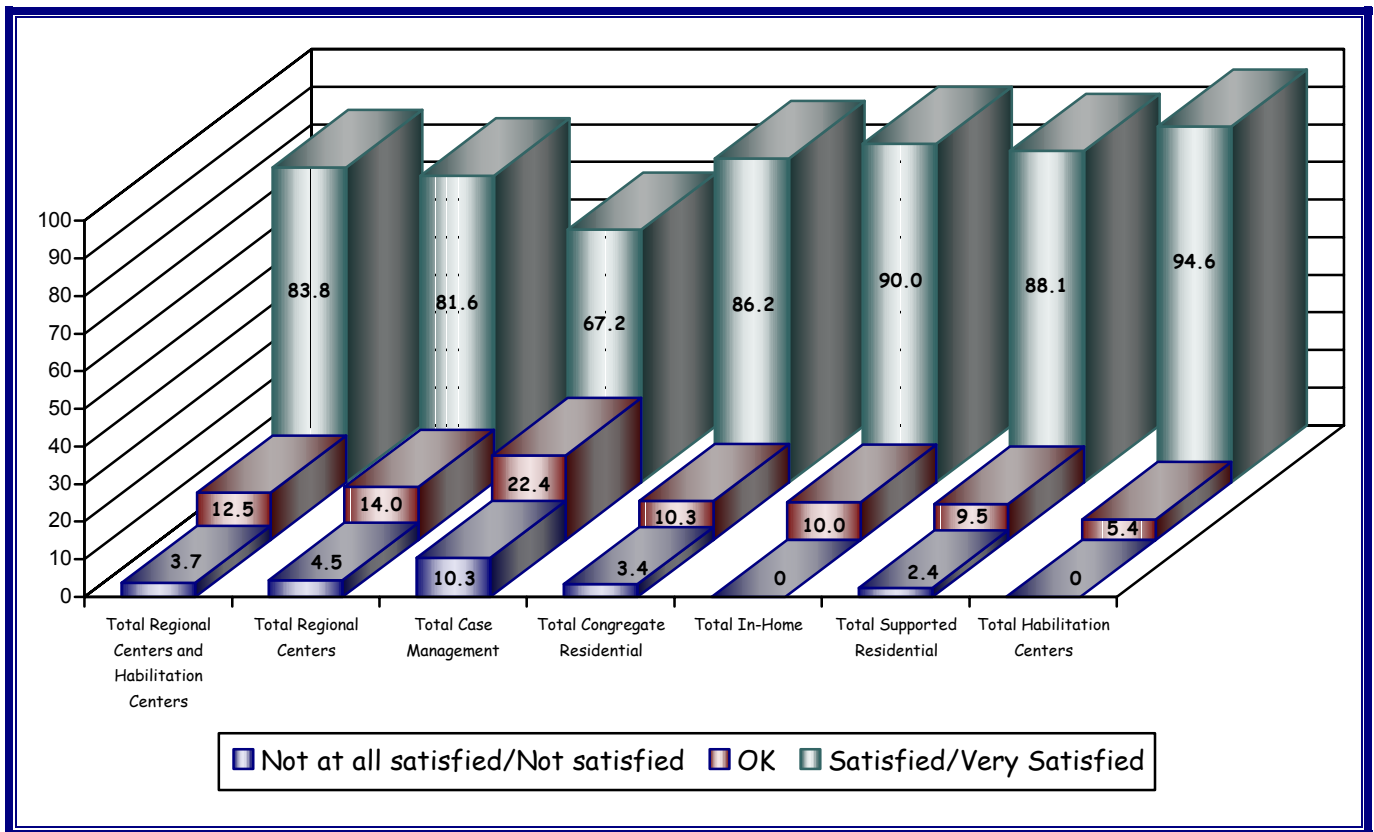
	Number in Selected Sample	Number of Refusals	Number unable to Comprehend	Number unable to be Contacted	Number Interviewed <sup>a</sup>	Number Unaccounted For	Percent Interviewed	Percent Contacted <sup>b</sup>
Total State Regional & Habilitation Centers	1174	5	106	23	312	728	26.6%	35.6%
<b>Total State Regional Centers</b>	<b>1069</b>	<b>5<sup>a</sup></b>	<b>78 <sup>a</sup></b>	<b>23 <sup>a</sup></b>	<b>235</b>	<b>728</b>	<b>22.0%</b>	<b>29.3%</b>
Case Management Only	389	0	16	17	82	274	21.1%	25.2%
Congregate Residential	178	1	35	1	34	107	19.1%	38.8%
In-Home	329	4	18	4	69	234	21.0%	26.4%
Supported Residential	173	0	9	1	50	113	28.9%	34.1%
<b>Total State Hab Centers</b>	<b>105</b>	<b>-</b>	<b>28</b>	<b>-</b>	<b>77</b>	<b>-</b>	<b>73.3%</b>	<b>100%</b>
<sup>a</sup> These numbers do not include one center.								
<sup>b</sup> This represents percentage unable to comprehend and number interviewed.								

# Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses by the consumer for each item.

	Total Regional Centers and Habilitation Centers	Total Regional Centers	Total Case Management	Total Congregate Residential	Total In- Home	Total Supported Residential	Total Habilitation Centers
<i>Are you deaf or hard of hearing?</i>	8.3%	7.1%	5.5%	10.9%	8.8%	3.8%	12.2%
<i>If yes, do you use sign language?</i>	20.0%	18.8%	25.0%	0%	20.0%	33.3%	22.2%
<i>If you use sign language, did this agency use sign language without the help of an interpreter?</i>	20.0%	0%	0%	0%	0%	0%	33.3%
<i>If you use sign language and the staff did not sign to you, was an interpreter provided?</i>	33.3%	0%	0%	0%	0%	0%	50.0%

# Overall Satisfaction with Services



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

## Some of the key findings were:

- Statewide, 83.8% of the consumers of the Division of Mental Retardation and Developmental Disabilities (MRDD) who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The highest percent of consumers "satisfied" or "very satisfied" with services was found in the Habilitation Centers (94.6%).
- The lowest percent of satisfied consumers was in the Case Management program where 67.2% chose a "satisfied" or "very satisfied" rating.

# Satisfaction with Services

How happy are you . . .	Total State Regional Centers and Habilitation Centers	Total State Regional Centers	Case Management Only	Congregate Residential	In-Home	Supported Residential	Total State Habilitation Centers
with the people who are paid to support you?	4.50 (233)	4.43 (194)	4.18 (51)	4.54 (35)	4.64 (61)	4.36 (47)	4.85 (39)
with how much your support staff know about how to get things done?	4.55 (215)	4.48 (177)	4.44 (50)	4.44 (32)	4.53 (51)	4.50 (44)	4.89 (38)
with how staff and/or case manager keeps things about you and your life confidential?	4.52 (208)	4.51 (177)	4.25 (59)	4.59 (29)	4.75 (48)	4.56 (41)	4.55 (31)
that your plan has what you want in it?	4.31 (195)	4.21 (165)	3.92 (52)	4.28 (25)	4.53 (51)	4.14 (37)	4.87 (30)
with how the case manager and support people are doing what your plan says they should do?	4.46 (201)	4.42 (173)	4.07 (56)	4.36 (28)	4.71 (49)	4.60 (40)	4.71 (28)
that the staff respect who you are? (your family background and values; racial background; your religion)?	4.57 (209)	4.50 (177)	4.43 (56)	4.38 (26)	4.78 (54)	4.32 (41)	4.94 (32)
with the supports and services that you receive?	4.60 (216)	4.54 (179)	4.14 (58)	4.66 (29)	4.80 (50)	4.71 (42)	4.89 (37)
that the services you receive are provided in a timely manner? (R)	4.26 (168)	4.26 (168)	3.85 (54)	4.23 (26)	4.63 (49)	4.38 (39)	-
that the staff treats you with respect, courtesy, caring, & kindness? (H)	4.91 (43)	-	-	-	-	-	4.91 (43)
with your case manager? (R)	4.49 (199)	4.49 (199)	4.09 (66)	4.60 (30)	4.79 (58)	4.60 (45)	-
that where you live is clean and comfortable? (H)	4.95 (40)	-	-	-	-	-	4.95 (40)
that the meals are good, nutritious and in sufficient amounts? (H)	4.71 (41)	-	-	-	-	-	4.71 (41)
<p>The first number represents a mean rating.  Scale (How happy are you...): 1=Sad/Not happy ... 5=Happy  [Two additional responses were possible: "Do not understand" and "Does not apply to me"].  The number in parentheses represents the number responding to this item.</p> <p><i>H - Habilitation Center questions only</i>  <i>R - Regional Center questions only</i></p>							

## Some of the key findings were:

- Statewide, the people served by the Division of Mental Retardation and Developmental Disabilities reported that they were satisfied with the services they received. All service ratings were above the mean rating of 4.00 ("satisfied").
- Consumers were most satisfied with the environment being clean and comfortable (mean of 4.95) and least satisfied with services being provided in a timely manner (mean of 4.26).
- The Habilitation Center participants were most satisfied with services (mean rating of 4.89).

# Satisfaction with Quality of Life

How happy are you ...	Total State Regional Center/ Habilitation Center	Total State Regional Centers	Case Management Only	Congregate Residential	In-Home	Supported Residential	Total State Habilitation Centers
with how you spend your day? <i>(R)</i>	4.08 (214)	4.08 (214)	3.78 (69)	4.33 (30)	4.24 (66)	4.14 (49)	-
with where you live? <i>(R)</i>	4.25 (211)	4.25 (211)	3.94 (68)	4.47 (30)	4.35 (65)	4.42 (48)	-
with the number of choices you get to make in your life? <i>(R)</i>	4.16 (186)	4.16 (186)	3.87 (67)	4.20 (25)	4.50 (52)	4.19 (42)	-
with the opportunities or chances you have had to make friends? <i>(R)</i>	4.20 (195)	4.20 (195)	3.85 (68)	4.50 (28)	4.40 (57)	4.29 (42)	-
with the health care you receive? <i>(R)</i>	4.50 (195)	4.50 (195)	4.29 (65)	4.57 (28)	4.69 (58)	4.50 (44)	-
with what you do during your free time? <i>(R)</i>	4.34 (204)	4.34 (204)	3.96 (67)	4.52 (29)	4.61 (62)	4.43 (46)	-
with the opportunities that you have had during the last year to do something that you are proud of? <i>(R)</i>	4.34 (161)	4.34 (161)	4.02 (53)	4.36 (22)	4.67 (48)	4.37 (38)	-
How safe do you feel ...							
in this facility? <i>(H)</i>	4.94 (34)	-	-	-	-	-	4.94 (34)
in your home/agency? <i>(R)</i>	4.38 (207)	4.38 (207)	4.14 (70)	4.38 (29)	4.53 (64)	4.55 (44)	-
in your neighborhood? <i>(R)</i>	4.27 (197)	4.27 (197)	4.16 (69)	4.43 (28)	4.32 (59)	4.27 (41)	-
<p>The first number represents a mean rating.  Scale: (How happy are you...): 1=Sad/Not happy ... 5=Happy  Scale: (How safe do you feel...): 1=Not at all safe ... 5=Very safe  [Two additional responses were possible: "Do not understand" and "Does not apply to me"].  The number in parentheses represents the number responding to this item.</p> <p><i>There was only</i>  <i>H - Habilitation Center questions only</i>  <i>R - Regional Center questions only</i></p>							

## Some of the key findings were:

- The quality of life ratings were similar to the ratings of satisfaction with services of the Division of Mental Retardation and Development Disabilities Regional Centers and Habilitation Centers. No total State service rating fell below the mean rating of 4.00 ("satisfied") for the Division.
- The Regional Center consumers were most satisfied with their healthcare (mean of 4.50) and least satisfied with how they spend their day (mean of 4.08).
- The Habilitation Center consumers were very satisfied with how safe they feel in their facility (mean of 4.94).



## Comparison by Gender Habilitation Center Consumers

Analyses were conducted to determine if there were any differences between male and female respondents. Only one item showed a significant difference. This was related to how the staff treats the consumers with respect, courtesy, caring and kindness, where males were more satisfied than the females.

	Male	Female	Significance
with how the staff treats you with respect, courtesy, caring and kindness?	5.00 (28)	4.71 (14)	F(1,41)4.444, p=.041
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

## Comparison of Racial/Ethnic Background Habilitation Center Consumers

Analyses were conducted to determine if there were any differences between Caucasian and African American consumers. The only significant difference related to how the staff respected their cultural background. Caucasians were more satisfied than African Americans in this area.

	White	Black	Significance
with how the staff respect your cultural background?	5.00 (25)	4.50 (4)	F(1,28)7.759, p=.010
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

## Comparison by Age Habilitation Center Consumers

Analyses were conducted to determine if there were any differences between younger adults ages 18-49 and those over the age of 50 years. Three significant findings were made. Those over fifty years of age were more satisfied with the staff's confidentiality, that their treatment plan was followed and with the staff's respect.

	18-49	50+	Significance
that staff keeps things confidential?	3.57 (7)	4.83 (23)	F(1,29)11.254, p=.002
that your treatment plan is followed?	4.25 (8)	4.90 (20)	F(1,27)5.555, p=.026
with how the staff treats you with respect, courtesy, caring and kindness?	4.67 (12)	5.00 (30)	F(1,41)5.714, p=.022
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			



## Comparison by Gender Regional Center Consumers

There were no significant differences either in the satisfaction with services or quality of life scales comparing gender.

## Comparison of Racial/Ethnic Background Regional Center Consumers

Analyses were conducted to determine if there were any differences between Caucasian and African American consumers. There were three satisfaction with services and six quality of life issues that showed significant differences between the racial and ethnic backgrounds. The satisfaction with services items pertained to the staff, confidentiality, and the treatment plan. The quality of life questions were with where they live, the choices in their life, opportunities to make friends, their general health care, what they do during their free time and with how safe they feel in their home. The Caucasians felt more satisfied with the staff, where they live, and safety in their home. The African Americans were more satisfied with the staff keeping information confidential, that the treatment plan was followed, with the choices in their life, opportunities to make friends, their general health care and what they do during their free time.

	White	Black	Hispanic	Native American	Other	Significance
with the staff who serves you?	4.48 (150)	4.18 (17)	5.00 (1)	3.00 (2)	1.00 (1)	F(4,170)3.449, p=.010
with the staff keeping information confidential?	4.53 (133)	4.75 (16)	- (0)	2.00 (2)	1.00 (1)	F(4,151)5.946, p<.001
that the treatment plan is followed?	4.42 (128)	4.87 (15)	5.00 (1)	4.00 (2)	1.00 (1)	F(4,146)2.846, p=.026
with where you live?	4.26 (157)	4.22 (18)	5.00 (1)	2.00 (2)	1.00 (1)	F(4,178)3.045, p=.019
with the amount of choices you have in your life?	4.17 (140)	4.63 (16)	- (0)	2.00 (2)	1.00 (1)	F(4,158)3.485, p=.009
with the opportunities you have to make friends?	4.21 (145)	4.53 (17)	5.00 (1)	3.00 (2)	1.00 (1)	F(4,165)2.544, p=.042
with your general health care?	4.53 (144)	4.78 (18)	3.00 (1)	4.00 (2)	1.00 (1)	F(4,165)4.326, p=.002
with what you do in your free time?	4.43 (151)	4.58 (19)	5.00 (1)	2.00 (2)	5.00 (1)	F(4,173)2.810, p=.027
with how safe you feel in your home/agency?	4.45 (155)	4.11 (18)	5.00 (1)	3.00 (2)	1.00 (1)	F(4,176)3.404, p=.010

The first number represents a mean rating.

*How satisfied are you?* Scale: 1=Not at all satisfied . . . 5=Very satisfied.

*How safe do you feel?* Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

*Scheffe Post-Hoc significance at .05 or less.*

## Comparison by Age Regional Center Consumers

There were no significant differences either in the satisfaction with services or quality of life scales when comparing age.

## Comparison by Current Living Situation Regional Center Consumers

Analyses were conducted to determine if there were any differences between the responses of consumers by their current living situation. Those who lived with their biological parents showed high mean satisfaction ratings, while those who had Other living arrangements had the lowest satisfaction ratings.

How satisfied are you...	Independent	Group Home	Biological Parents	Other	Significance
with the staff who serve you? (b)	4.60 (15)	4.80 (41)	4.61 (31)	4.12 (86)	F(3,172)=4.072, p=.008
with how staff keep things about you and your life confidential?	4.73 (22)	4.69 (26)	4.93 (29)	4.28 (75)	F(3,151)=3.178, p=.026
that the staff respect your ethnic and cultural background? (c)	4.50 (20)	4.55 (31)	5.00 (28)	4.32 (77)	F(3,155)=2.813, p=.041
with where you live? (a)	4.33 (24)	4.72 (36)	4.68 (38)	3.92 (85)	F(3,182)=5.228, p=.002
with how safe you feel in your home/agency? (c)	4.33 (24)	4.61 (36)	4.85 (39)	4.21 (81)	F(3,179)=3.598, p=.015
with how safe you feel in your neighborhood? (c)	4.00 (24)	4.68 (31)	4.74 (39)	4.13 (76)	F(3,169)=4.666, p=.004
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.            The number in parentheses represents the number responding to this item.  <i>Scheffe Post-Hoc significance at .05 or less</i>            (a) Interaction between Group Home and Biological Parents.            (b) Interaction between Group Home and Other.            (c) Interaction between Biological Parents and Other.</p>					

## Comparison Across Programs Regional Center Consumers

Analyses were conducted to determine if there were any differences between the four types of service received (1) case management only; (2) in-home supports; (3) congregate living, and (4) supported residential. The In-Home consumers showed the highest mean satisfaction ratings, while those who received Case Management services showed the lowest satisfaction ratings.

How satisfied are you...	Case management	In-Home	Congregate living	Supported residential	Significance
that the treatment plan is followed?	4.07 (56)	4.71 (49)	4.36 (28)	4.60 (40)	F(3,172)=3.108, p=.028
with the services you receive?	4.14 (58)	4.80 (50)	4.66 (29)	4.71 (42)	F(3,178)=4.778, p=.003
that services are provided in a timely manner?	3.85 (54)	4.63 (49)	4.23 (26)	4.38 (39)	F(3,167)=3.680, p=.013
with your case manager?	4.09 (66)	4.79 (58)	4.60 (30)	4.60 (45)	F(3,198)=4.882, p=.003
with the opportunity you have to make friends?	3.85 (68)	4.40 (57)	4.50 (28)	4.29 (42)	F(3,194)=2.899, p=.036
with what you do during your free time?	3.96 (67)	4.61 (62)	4.52 (29)	4.43 (46)	F(3,203)=4.331, p=.006
that you have done something that you are proud of?	4.02 (53)	4.67 (48)	4.36 (22)	4.37 (38)	F(3,160)=2.966, p=.034
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.            The number in parentheses represents the number responding to this item.  <i>Scheffe Post-Hoc significance at .05 or less</i></p>					

# MRDD Regional Center Consumers

## Subjective Responses

### What was Liked Best About the Program:

The consumers in the Division of Mental Retardation/Developmental Disabilities program mentioned many aspects of the program that they liked best. These ranged from general to specific comments. Some of the salient responses have been summarized below:

#### *Staff - Case Manager/Service Coordinator:*

There were many positive comments about the staff. Some people liked the visits they received from the staff or case manager *I like the way support staff drop in from time to time to see if I need anything and I like visits from my case manager.* Some other people appreciated how nice the staff is *My worker is nice and I like my case manager. He is nice and helps me when I have problems.* One other person said *My case manager is my good friend. I like her. I really do.* Some were glad to have someone to talk to that they can trust. *I have someone to talk to. The services from the Crisis Intervention Team are great!* Another comment made was *I can talk openly with workers.*

#### *Activities:*

Another area of many positive remarks was with the amount of activities they get to participate in. Several activities listed were *bowling; go to the show; go to town; swimming and hot tub; train trips; walking; go to church; go shopping; eat at McDonalds; go to dances; getting hair and nails done; participate in sports and Special Olympics; and getting to go home to see my family.* Some appreciated just *getting to go out into the community and being able to get out and go do things I like to do.*

#### *Work:*

The work the consumers were responsible for played an important role in their day. Some enjoyed volunteering *I like volunteering at the nursing home and I enjoy my volunteer work.* Others liked their job *I like my work at ACT and I am very happy with the help getting a job at Best Western.* Many consumers were happy with their work at sheltered workshops and day programs. *I love my job at the workshop; I like doing envelopes at the workshop; I like going to the day program.*

#### *Friendship Network:*

The friendship network is critical to all people, including those with disabilities. One person liked to *get to meet all kinds of people.* Others enjoyed *Spending time with friends and All my friends I live with.*

### *Living Conditions:*

Consumers appreciated the environment in their homes. One consumer simply said *I love it here. It's wonderful here.* Another said *I like the pretty house.* And another appreciated *the cleanliness.*

### *Independence:*

Many of the services of the Division of MR/DD provided independence to the people served. This was appreciated. Some of things the consumers liked best were:

- *I need staff help but get to do what I want!*
- *I can just come and go.*
- *I like to sit in my room and watch TV and staff lets me do it.*
- *Getting to make choices and doing what I want to do.*
- *I like living by myself with no roommate.*
- *I get to live alone. Have lots of choices.*
- *Like to have time to do what I want.*

## **What Could Be Improved:**

As with most programs, some participants recommended some improvements that could be made. These have been summarized below:

### *Staff:*

While some consumers talked about the positive aspects of their case manager/service coordinator, other individuals wanted to see some changes. *Would like more contact with case manager.* Another wanted *more staff.* One complaint a consumer had about the service coordinator was that *she says she's gonna do something but then she don't show up.* Another said *Staff do not listen to my problems.* One consumer was unable to build trust and recommended *not changing case managers so often.* Another wanted to be able to *get a new caseworker if you don't like the current one,* while another suggested to *contact me before case manager sees me.*

### *Activities:*

While many remarked that they liked their community time and activities, some individuals wanted more time in the community and more time with friends *being able to get out more and have more friends and need more activities and have greater opportunity to meet friends.* One person simply wanted to be able to go out *want some activities outside of home - home all day.* Another *would like to have activities separate from housemates.*

### *Transportation:*

Transportation is often difficult, especially in rural areas. *Transportation to be less costly* was one recommendation. Another needed more help with *transportation to and from laundry and grocery shopping.* One other person said *I want to go to church but there's not enough staff.*

### *Work:*

There were a number of individuals who wanted to be able to work. *I would like to get a job and make money.* Another wanted to feel more independent *Want a job and training to be more independent.* One person wanted to work at Wal-Mart and many others wanted a different work environment. *Would like to get a different job - some place other than a workshop.* Another said *I'd like to have a full-time job. I'm tired of the Day Program.* One simply said *Help me find a better job,* while another wanted to work more hours *I would like to work more at the nursing home.*

### *Independent Living:*

There were some people who wanted more independent living situations. *I would like to move to my own place; I'd really like my own apartment someday; would like to get a place of my own.* Some people wanted help feeling more independent. *Would like to learn to read and attend ABE.* One person wanted *some hours for personal care.*

### *Health Care:*

Some individuals needed help with their health care. *Need assistance with medical care and vision.* One person's recommendation was to *provide some physical activity such as an instructor for dancing, gymnastics, exercises and stretching.*

### *More Support:*

Many people felt like they needed more support from staff or more services to assist them when they needed help. Several people commented that they wanted more staff to help them get around in the community. *More time with staff to take me places; I would like to be able to meet my mom at a restaurant and buy her dinner. It would be good to have someone help me do this; Need additional staff support to get around in the community; Would like to have more support staff to provide more opportunities to get out in the community, get a job, etc.* One individual wanted *more service from crisis team when I need it.* Another asked for a list of *on-call respite care providers.*

### *Items Wanted:*

Many individuals asked for particular items.

- *Would like a hoe and rake for gardening.*
- *Was supposed to get a mini computer but never did.*
- *I want a deck on my house. I want an enclosed garage.*
- *Would like to have a bicycle.*
- *Need a grab bar in restroom to use the toilet in private and independently.*

# MRDD Habilitation Center Consumers

## Subjective Responses

### What Like Best About the Program:

The consumers in the Habilitation Centers of the Division of Mental Retardation/Developmental Disabilities program mentioned many aspects of the program that they liked best. These ranged from general to specific responses. Some of the salient comments have been summarized below:

#### *Staff:*

One of the most frequent positive remarks was made about the staff. *I feel like staff and peers are family.* Another said *the staff are like family and provide much support for me. They keep me laughing and feeling young.* Several other positive comments were:

- *The individuality of care and involvement. The staff treat me like everyone else.*
- *Knowing the people I live with and some of the staff for a long time.*
- *That the support staff are concerned and "in tune" with my medical/emotional needs.*
- *The nurses help me.*
- *I like the other guys I live with and I like the staff.*
- *Services are constant. I've known the staff for years.*

#### *Work:*

Some of the respondents had a job that they liked. *We get to work and earn money.* For another, *I like my job.*

#### *Activities:*

The activities offered by the facility were appreciated *I enjoy the variety of activities.* One person noted *We do fun things like crafts. We plant flowers and have the week of aging celebration.* A couple of people liked shopping *I enjoy shopping and eating out.* One person liked *TV and movies.*

#### *Privacy:*

For one person, it was the fact that *I can have quiet time when I want it with no one to bother me.* For two others it was *I like having my own room.*

#### *Food:*

Several people liked the food *I like the food.* For another it was *the meals I get.*

## What Could Be Improved:

As with most programs, some participants recommended some improvements that could be made. These have been summarized below:

### *Staff:*

Some consumers wanted to see some changes in their staff. Some wanted more time with their staff and others suggested better quality. The comments are as follows:

- *Have more direct care staff.*
- *Make sure I have consistent staff.*
- *More staff training concerning elderly populations with MR/DD.*
- *Staff could treat me with more respect and speak in a more respectful voice when they talk to me.*
- *If I was the only person living in the home then I would have all the staff's attention.*

### *Family:*

One consumer wanted more time with her family *I would like to see my family more often.*